**Objective:**

* Proactive, performance-driven professional with progressive expertise in leadership and providing delivery management to ensure customer satisfaction.
* Keen understanding of business priorities, genuine team player committed to managing operations and projects flawlessly while contributing to revenue producing activities.
* Cross-functional communicator easily interfaces with high-profile staff, vendors, and customers.
* Coach, mentor and lead personnel within a technical team environment.

**Areas of Expertise**

Having extensive experience in Sales / Service Operations like **Order Management , Supply Chain , Maintenance / Support Renewal , Purchase**, Working knowledge of FlexNet License and **Customer Support Operations** and worked in **SalesForce.com , JIRA , Microsoft AX , Microsoft XAL , Ramco Marshall ERP** of various modules like GL, AP , AR , MIS , Supply Chain , Sales, Shipping, Purchase, Inventory & Maintenance etc.

**PROFESSIONAL EXPERIENCE**

**Esko Graphics India Private Limited** ,Bangalore **Nov,2010 – Apr,2018**

( About **Esko Graphics India Pvt. Ltd**., A Group Company of the **Danaher** ($20 Billion and Fortune 500 Company), is a global supplier of integrated software solutions for packaging, sign and display finishing, commercial printing, digital asset management and professional publishing)

Current Profile Includes, Processing Sales orders in **Microsoft AX & XAL , SalesForce.com, Generating Invoices & Electronic Licenses (FlexNet / Dongle ),** Software as a Subscription (**SaaS**), Support Renewals and Professional Services for Customer’s in worldwide, Electronic License Delivery to Customer, Coordinating with Technical Support Team for Installation & Training of Software, Attending Customer Support calls and escalating the same to the Regional Support Engineers.

Worked as a **Customer Operations Agent** and successfully handled following assigned responsibilities, which include:

* Processing Customer Purchase Sales and Support Orders, Generating Invoices with Software Licenses.
* Maintaining Customer Hardware & License Configurations, as and when the changes are made.
* Maintaining strong knowledge of the company’s business practices and licensing policies, including information about Vendors, Contracts, Licenses, License Keys, License Servers, License Agreements, etc.
* Heading a team capacity of 5 members.
* Participating in design and development of process and training documentation for license generation activities
* Conducting periodic reviews of processes and procedures, and suggest and implement best practices to improve efficiency and increase customer satisfaction
* Performing licensing analysis on Customer Licensing Assessments (CoLA) for each assigned account,
* Co ordinating with Sales & Product Team for New Version releases and supplying the same to End Customer / Reseller / Distributor.

**Extra Responsibility**

* Taking care work allocation and Maintaining all daily updates,
* Taking care new higher training and Conducting team huddles,
* Working on process improvement and Standardizing the process,
* Quality check for team and also doing Root cause Analysis,
* Being team player Process good leadership.

**CSM Software Private Limited**, Bangalore **Nov,2004 – Oct,2010**

(About **CSM Software**, is a top notch engineering services solutions provider with a strong pedigree of working with global customers, offering end-to-end outsourced engineering services, to customers in the Automotive (OEMs as well as Tier 1 Suppliers), Aerospace, and other Engineering-oriented industries)

Worked as a **Sales Administrator** and successfully handled assigned responsibilities, which include:

* Processing & Placing Purchase Order to Principals Companies as follows
  + - MSC Software ( USA ) ,
    - VI-Grade GmbH ( Germany),
    - BRG Lifemod (USA)
* Coordinating for Shipment Clearance ( Physical Shipment & Electronic download ) from Customs for Software Import Shipments
* Arranging Electronic License Delivery from above Principal Companies for Various Domestic Customers comprising of Government Establishments, IT & ITES Companies, Manufacturing Companies, Educational Institutional.
* Providing Purchase & Sales MIS to Sr. Management
* Create customer quotes for software (paid-up and/or lease licenses) and annual maintenance
* Generating Invoices & Shipment Delivery Activities.
* Preparation of Periodical Sales Data Product Line wise & Orders in Hand to CFO & COO
* Maintaining of Customers AMC Data for All over India & Billing Periodically
* Creating Service Request for Customer Queries in Internal as well as with Principal
* Coordinating with Principal Companies and Customer for Declaration for Electronic

Download for arranging payment to Principal Companies

* Coordinating with Principals Companies for Conducting Sales Conference , Events across

the Country

**Super Refractory Divn of Carborundum Universal Ltd ,** Ranipet **Aug,2003 – Oct,2004**

(About **Carborundum Universal Ltd (CUMI)**, a part of [**Murugappa Group**](https://en.wikipedia.org/wiki/Murugappa_Group), one of the largest and oldest conglomerates in [India](https://en.wikipedia.org/wiki/India). CUMI is the leading manufacturer and developer of [abrasives](https://en.wikipedia.org/wiki/Abrasive), [ceramics](https://en.wikipedia.org/wiki/Ceramic_material), [refractories](https://en.wikipedia.org/wiki/Refractory), aluminium oxide grains, [machine tools](https://en.wikipedia.org/wiki/Machine_tools) [polymers](https://en.wikipedia.org/wiki/Polymers), [adhesives](https://en.wikipedia.org/wiki/Adhesives) and [electro minerals](https://en.wikipedia.org/wiki/Mineral) in India)

Worked as a **Contingent Staff in Sales Operations & Shipping Team** and successfully handled assigned responsibilities, which include:

* Attending Customer Enquiries, Quotation Preparation, Sales Order Processing and Acknowledgement.
* Coordinating with Other Depts. (Quality & Moulds) for Product Drawing Approvals
* Processing of Invoice & Arranging Shipment Dispatches ( Domestic & Export )
* Sending Despatch Details to Customers and Regional Offices for Further Actions
* Coordinating with HO for LC Payments Collections for Overseas Customers
* Payments Follow up & Collection for Domestic Customers.
* Sales Tax Forms (C-Form & Form XVII) Follow up & Collection.
* Sending Sales & Collection Reports to DY. General Manager (Marketing)
* Maintain stock in the ware house and Allocating as per customer’s delivery date.

**Ceramics Divn of Carborundum Universal Ltd ,** Hosur **Apr,2000 – Aug,2003**

Worked as a **Contingent Staff in Procurement Team** and successfully handled assigned responsibilities, which include:

* Worked on RFP & RFQ (Quotation’s) in Ramco Marshal ERP,
* Forecasting and Order’s acknowledgements monitoring
* Manual Order Entry in RAMCO Marshal ERP
* Manual Order processing in ERP and also checking status for delivery.
* Processing change order request daily basis like Expedite, Push out, Qty. Increase & Decrease and Cancellation.
* Identify opportunities for process improvements and enhancements.
* Working on back orders, Expediting & follow-ups and tracking logistics to meet promise date.

**Abrasives & Ceramics Divn of Carborundum Universal Ltd ,** Hosur **Jan,1999 – Mar,2000**

Worked as a As a **Contingent Staff in IT Dept**, took the responsibility of ERP Implementation in

2 Locations And consequently responsible In below areas: -

* Front-end Report Designing & End User Training on all Modules of Ramco ERP System.
* Prepared test data and also documented to ensure all aspects of program are tested.
* Item Number Coding ( for Raw Material, Consumables, Finished Goods )
* Tested the transaction screens for reliable results.
* Data update in Various Modules ( Sales , Shipping , Purchase , Inventory, Finance, Maintenance etc..)
* Login Creation and Managing the Access Rights

**EDUCATION & PROFESSIONAL TRAINING**

* **MBA in International Business from Alagappa University**
* **BBA from Alagappa University**
* **HNC Course from NIIT**

**COMPUTER SKILLS**

ERP Applications **Ramco Marshall version 2.5 & Ramco E-Applications version 3.1C**

Business Tools **SalesForce.com, Microsoft AX , XAL , FlexNet Licensing, Microsoft Office Tools.**

**PERSONAL DETAILS**

Date of Birth : **29-May-1977**

Passport Details : **L 7369274**

Languages Known : **Tamil, English, Kannada & Telugu.**

**Competencies**

* Strong interpersonal skills and ability to work as part of a team.
* Hardworking and always willing to learn.
* Strong Customer Service / Support Skills.
* Ability to get along well with other people.
* Excellent Communication Skills.
* Good Planning and Presentation Skills.